

FIG. 2

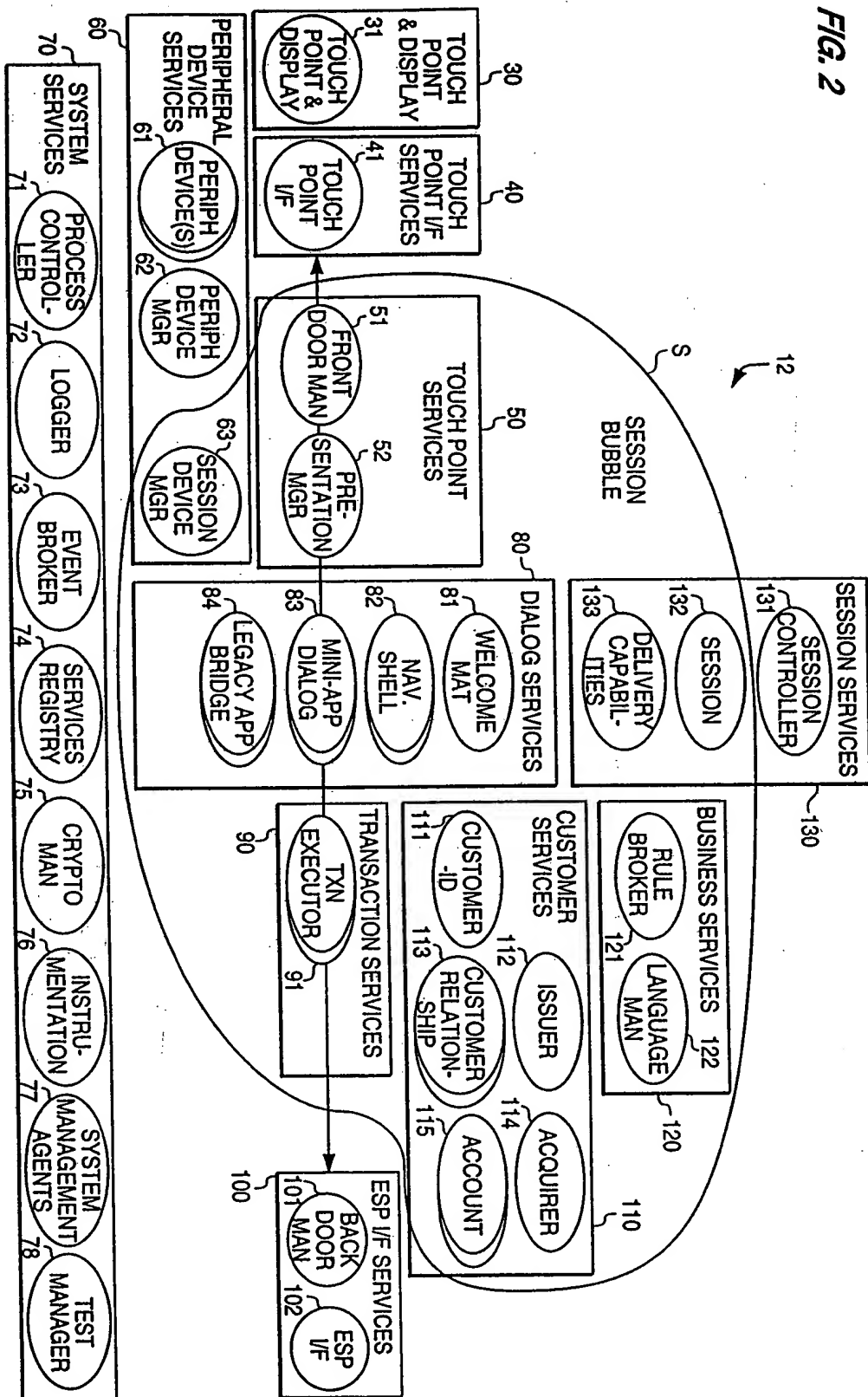




FIG. 3A

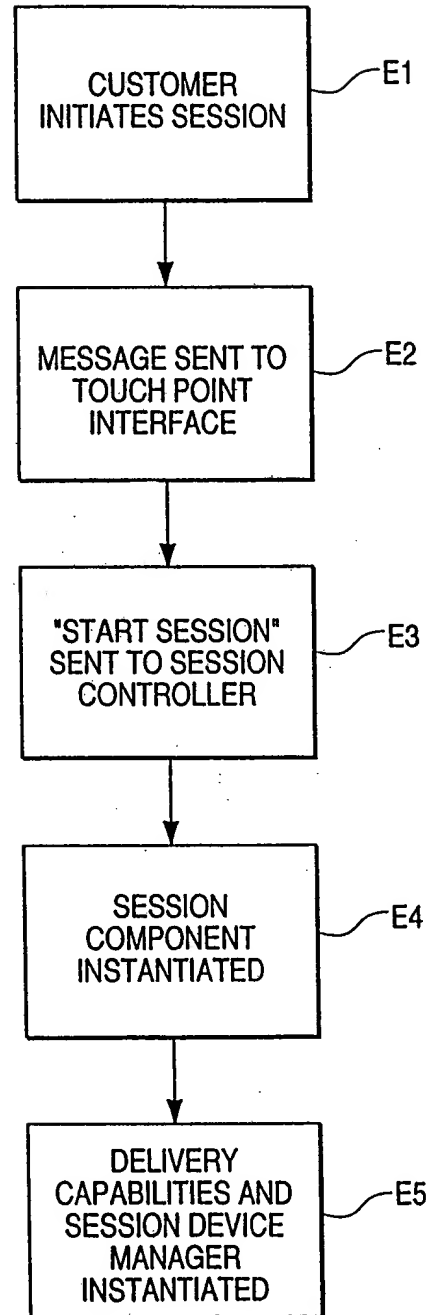




FIG. 3B

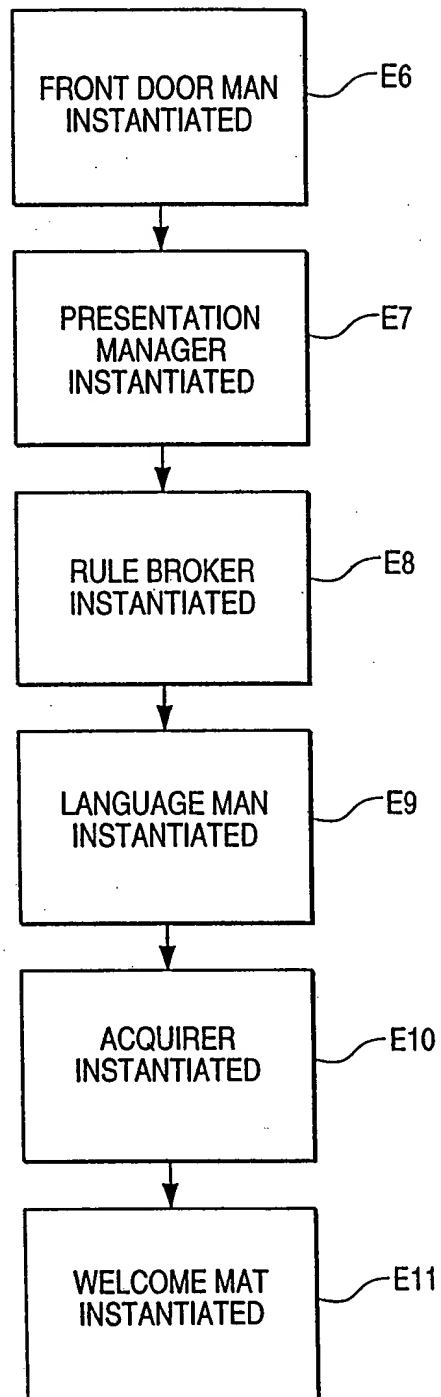




FIG. 3C

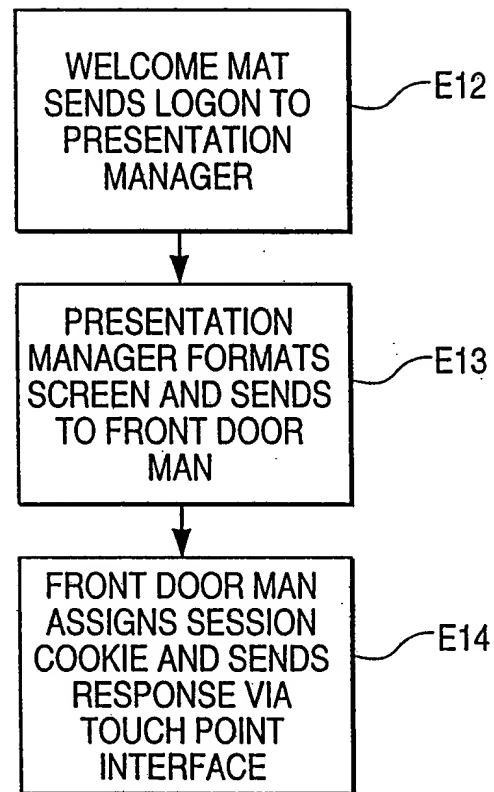


FIG. 4A

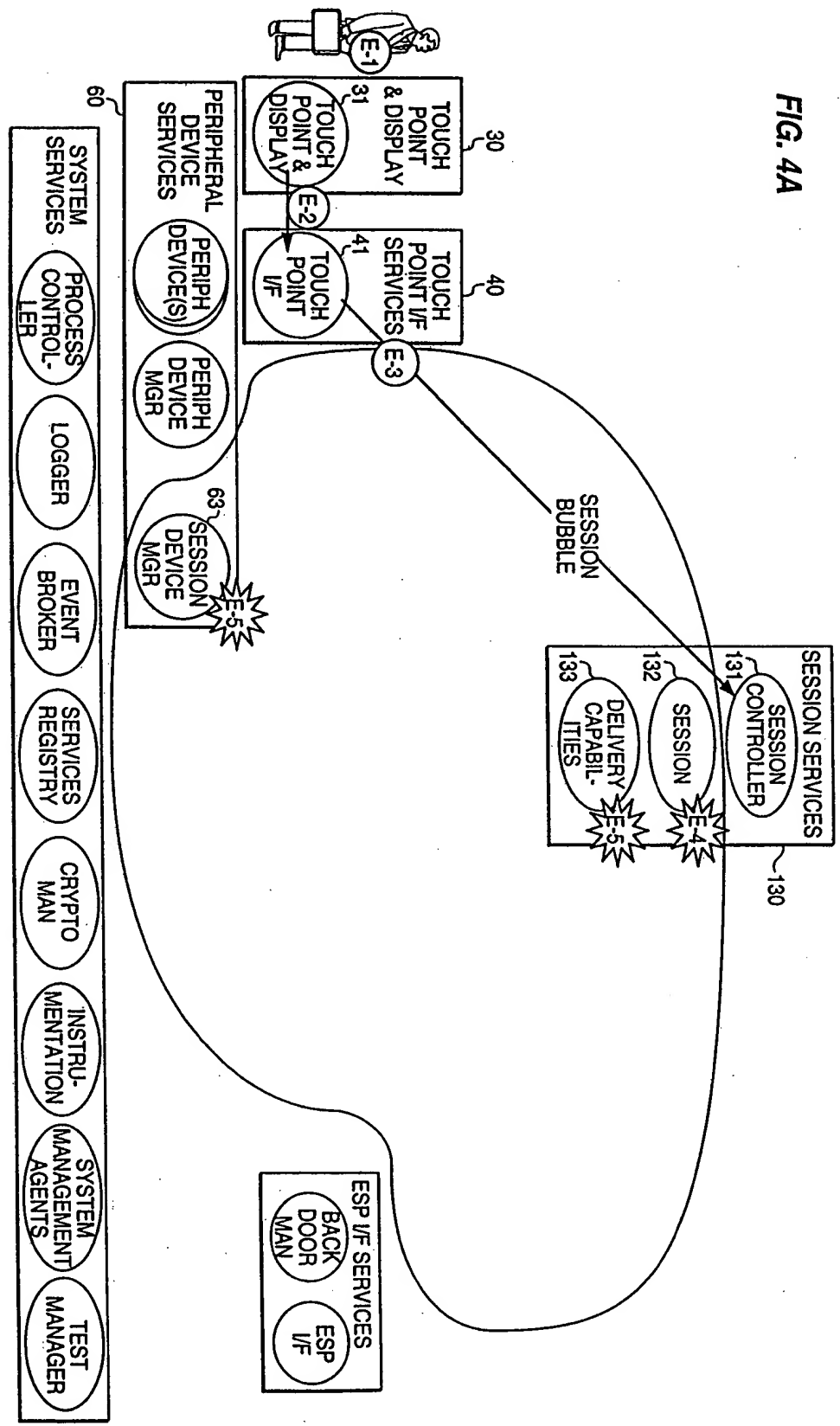




FIG. 4B

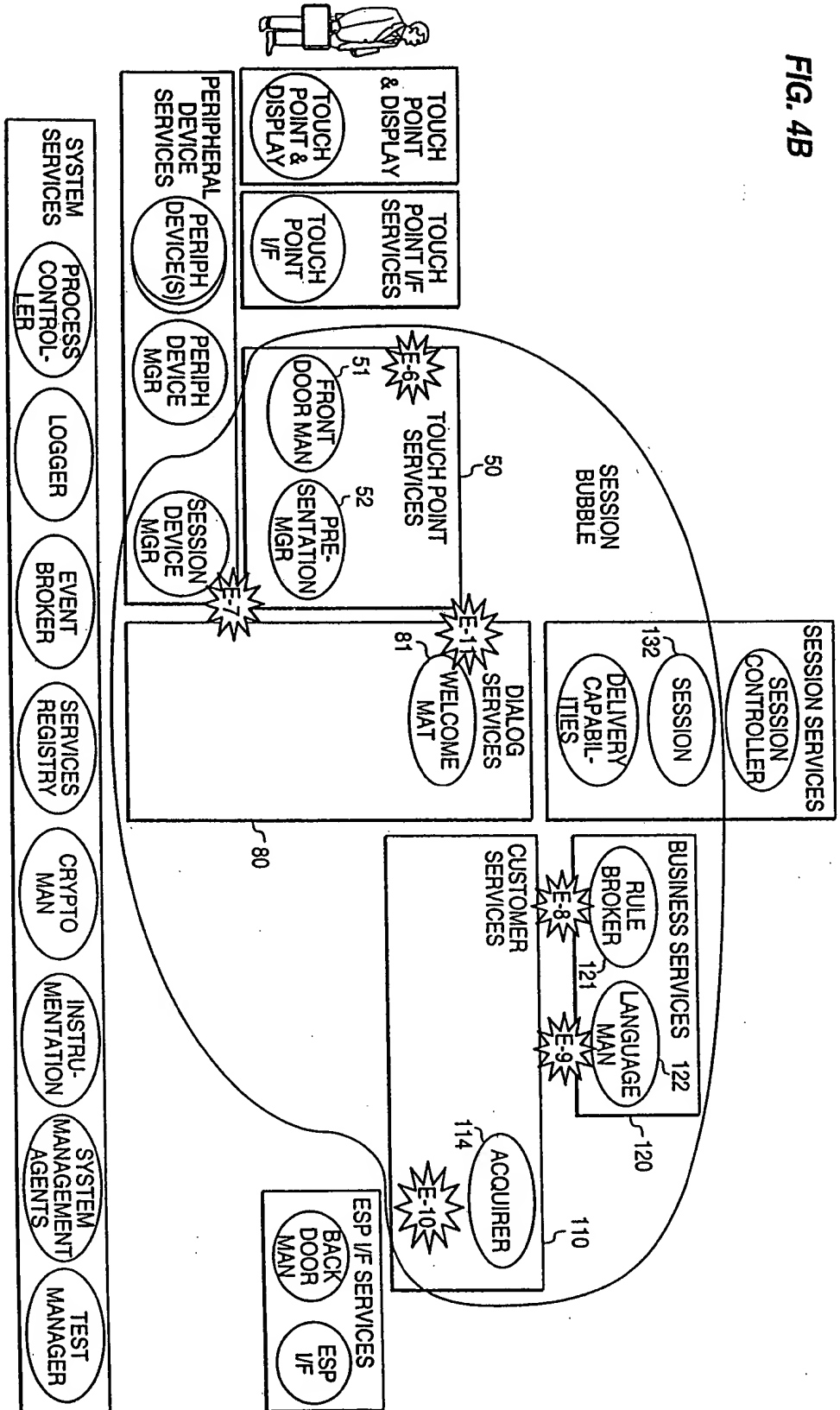




FIG. 4C

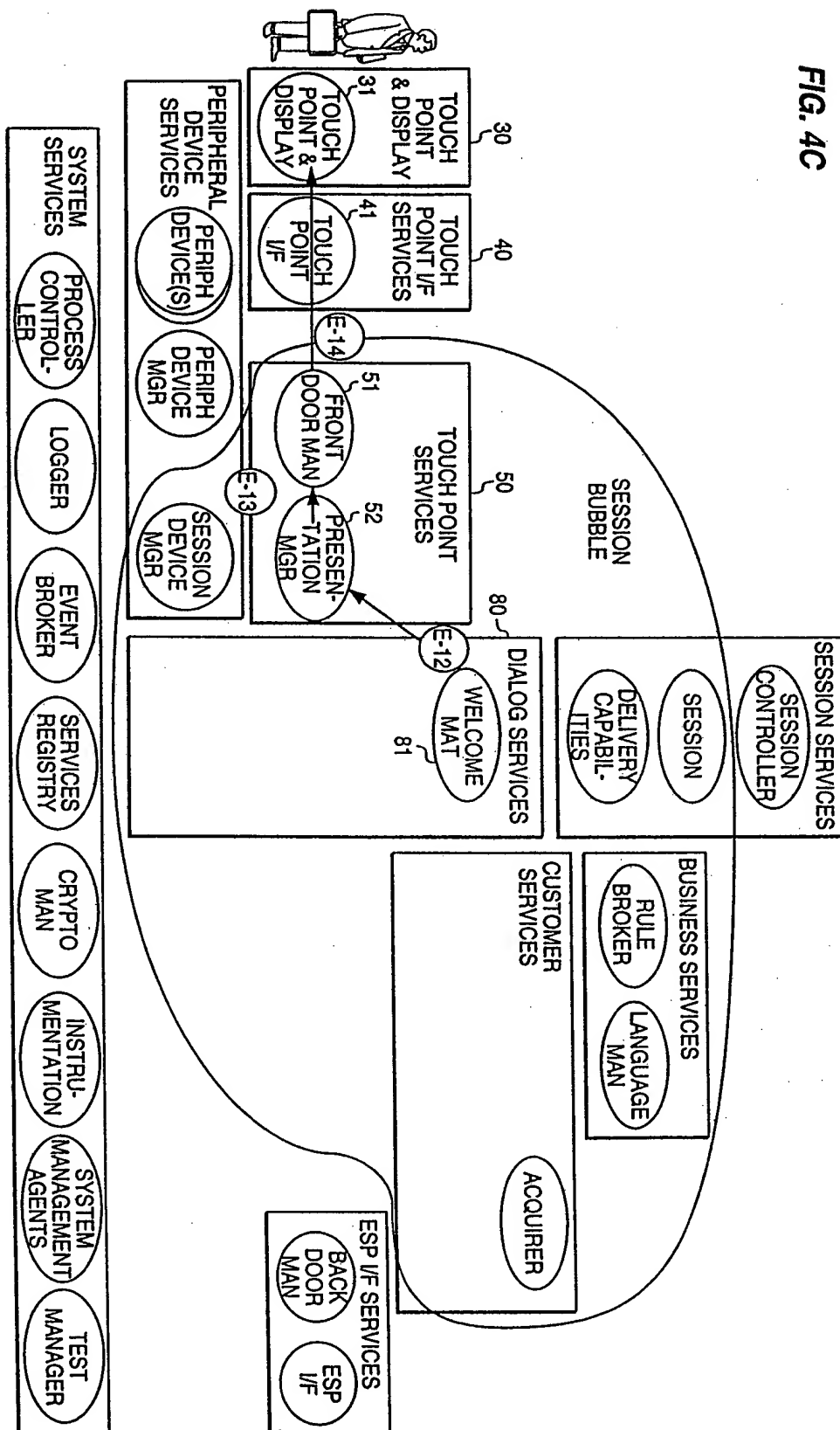




FIG. 5A

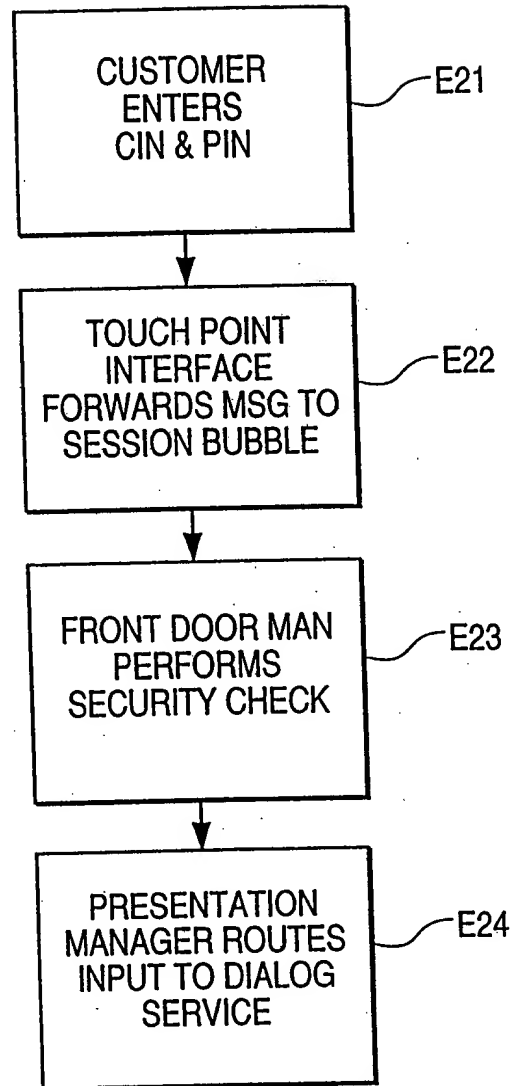




FIG. 5B

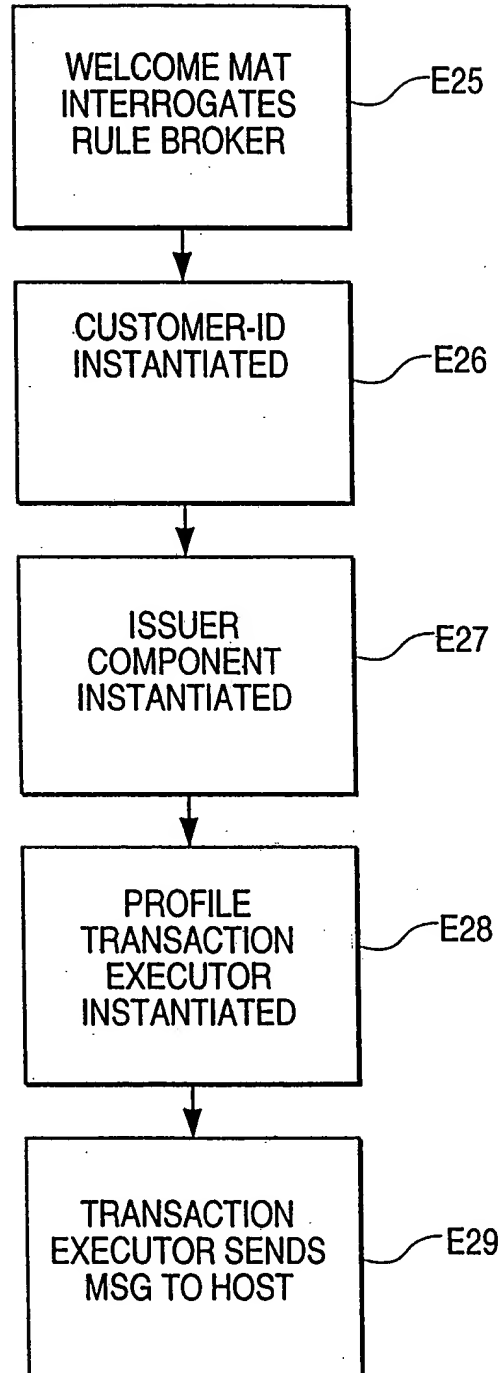




FIG. 5C

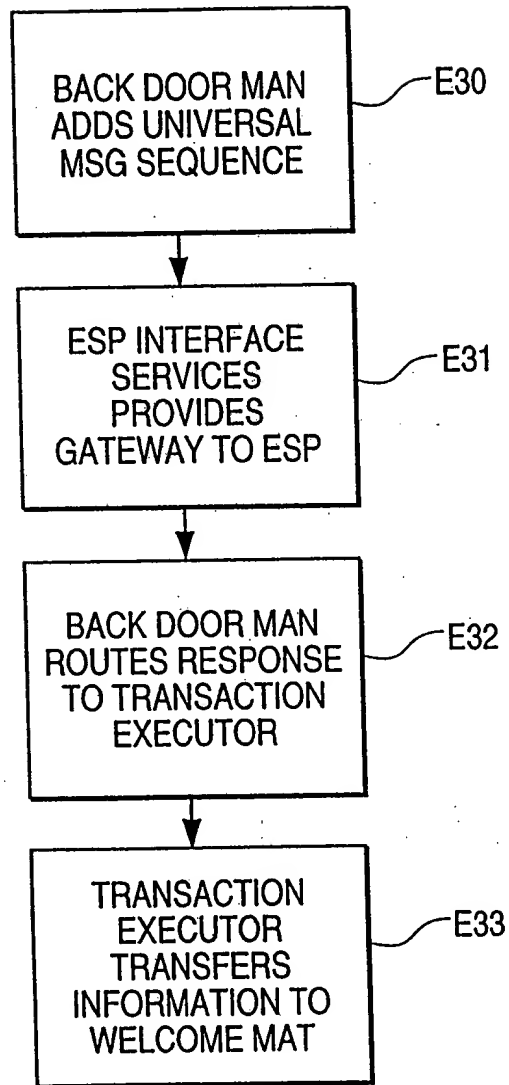




FIG. 5D

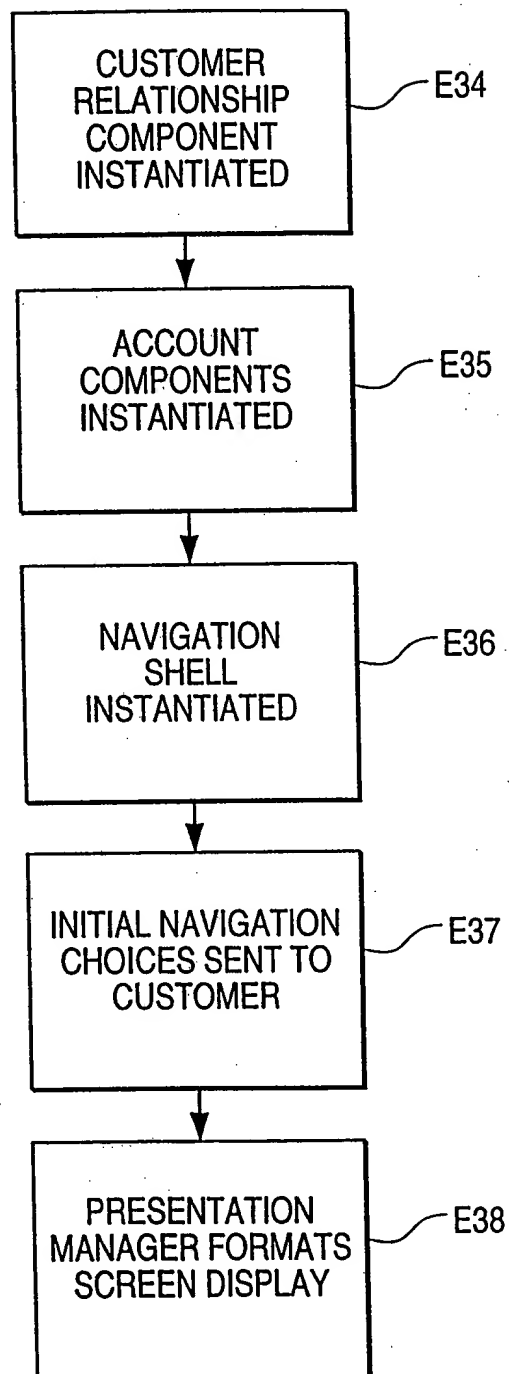


FIG. 6A

The diagram illustrates a touch point system architecture. At the top, a user (E-21) interacts with a 'TOUCH POINT & DISPLAY' (30). This connects to 'TOUCH POINT I/F SERVICES' (40), which then connects to 'TOUCH POINT I/F' (41). From 41, the flow goes to 'FRONT DOOR MAN' (51) and then to 'PRESENTATION MGR' (52). A 'SESSION BUBBLE' (80) encompasses the 'TOUCH POINT SERVICES' (50) block, which includes 51 and 52. An arrow from 52 points to 'WELCOME MAT' (81) within 'DIALOG SERVICES' (80). Below this, 'CUSTOMER SERVICES' (80) includes an 'ACQUIRER' (80). To the right, 'BUSINESS SERVICES' includes 'RULE BROKER' and 'LANGUAGE MAN'. Further right, 'SESSION SERVICES' includes 'SESSION CONTROLLER' and 'SESSION DELIVERY CAPABILITIES'. At the bottom, 'ESP I/F SERVICES' includes 'BACK DOOR MAN' and 'ESP I/F'. On the left, a 'PERIPHERAL DEVICE SERVICES' block includes 'PERIPH DEVICE(S)', 'PERIPH DEVICE MGR', and 'SESSION DEVICE MGR'. A 'SYSTEM SERVICES' block at the bottom includes 'PROCESS CONTROL', 'LOGGER', 'EVENT BROKER', 'SERVICES REGISTRY', 'CRYPTO MAN', 'INSTRUMENTATION', 'SYSTEM MANAGEMENT AGENTS', and 'TEST MANAGER'.



FIG. 6B

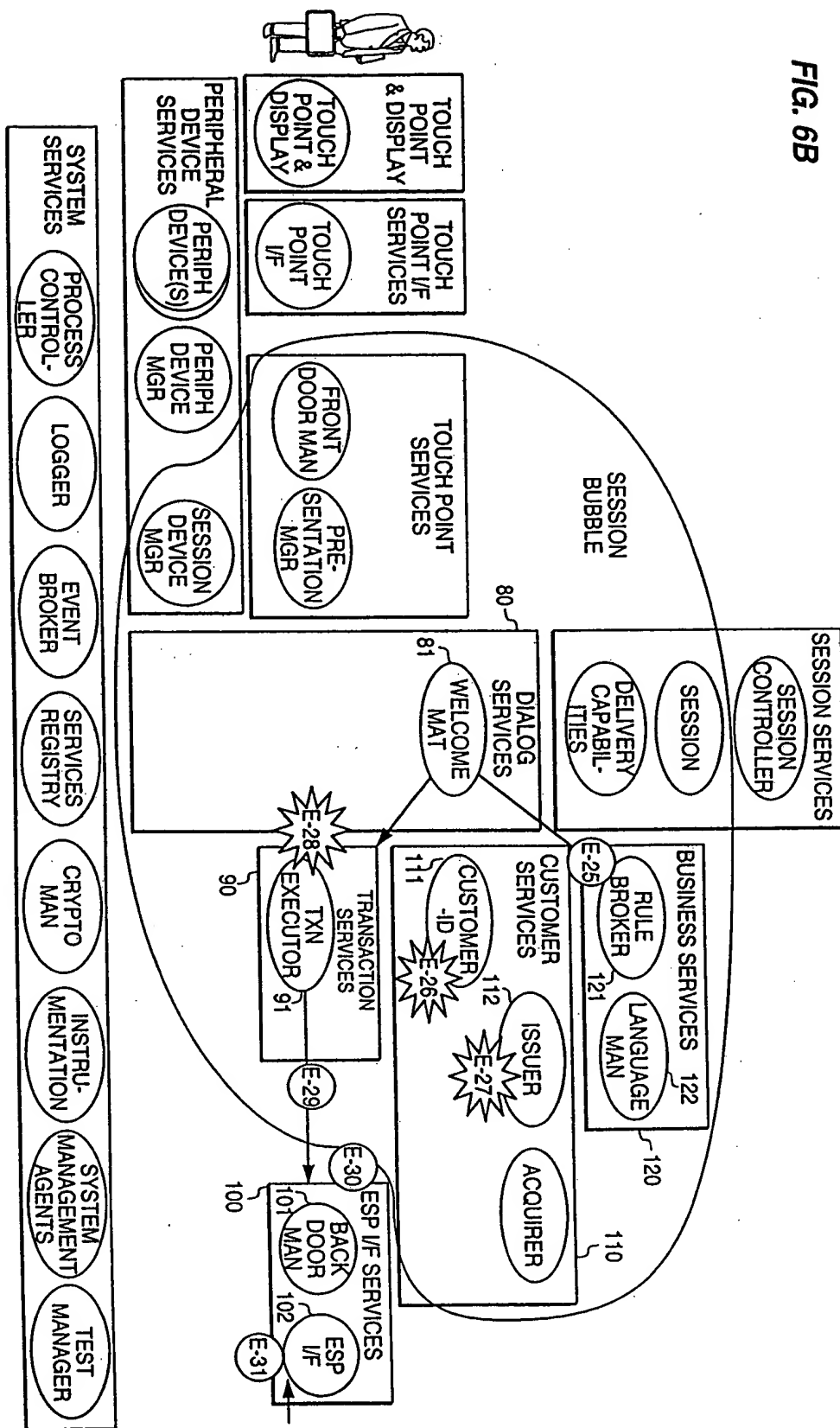




FIG. 6C

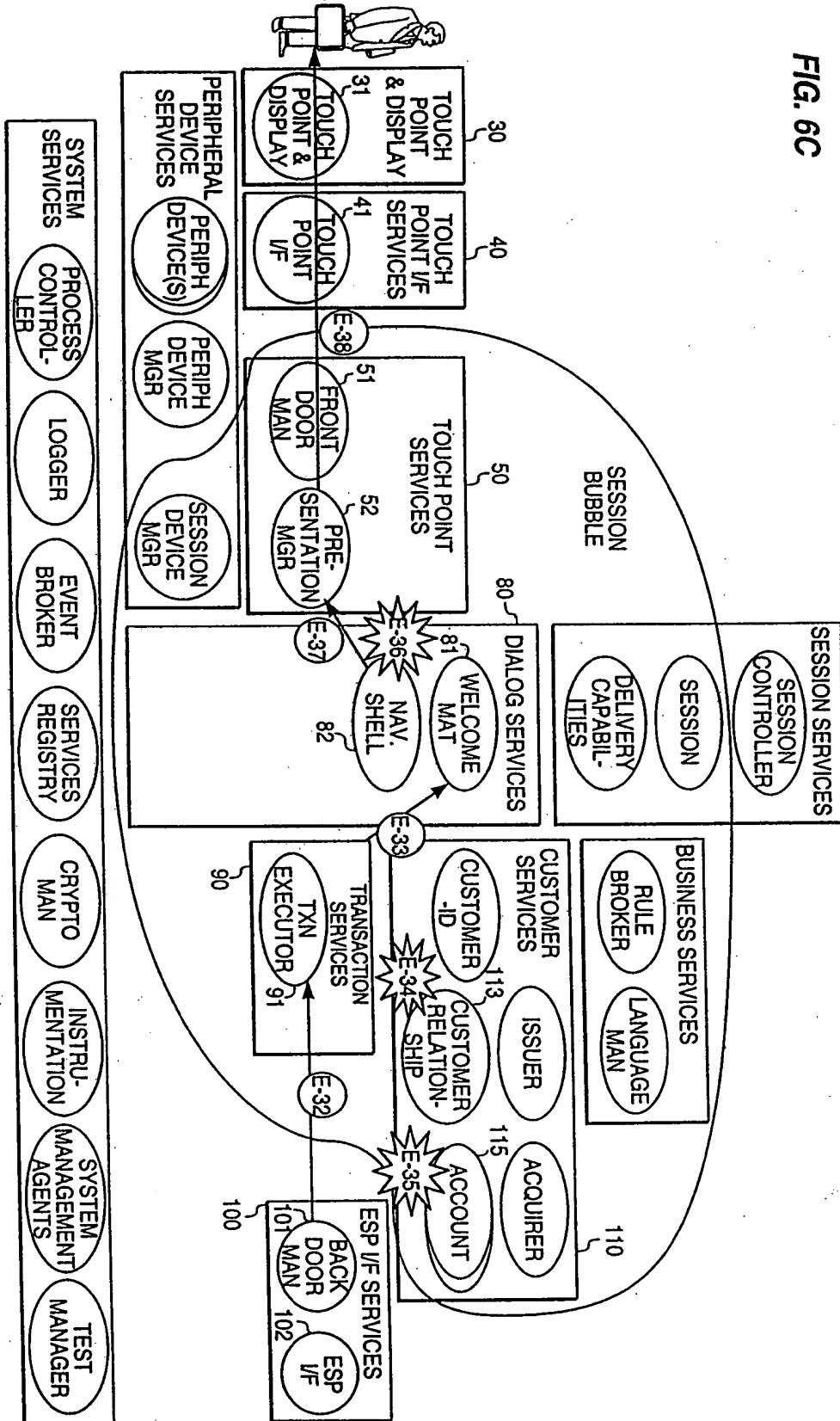




FIG. 7A

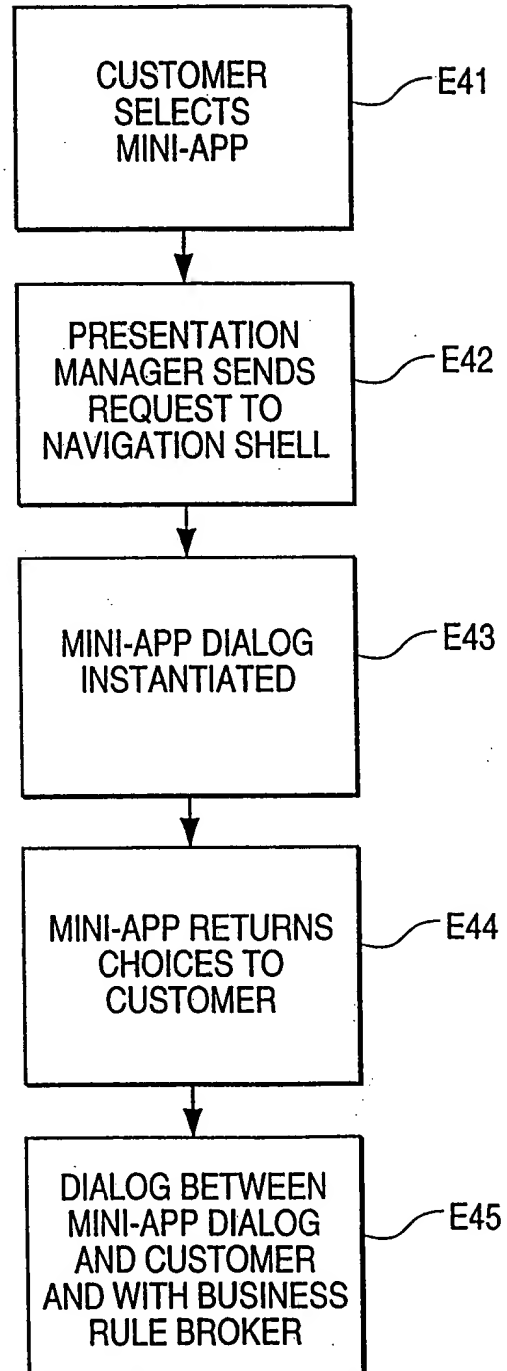




FIG. 7B

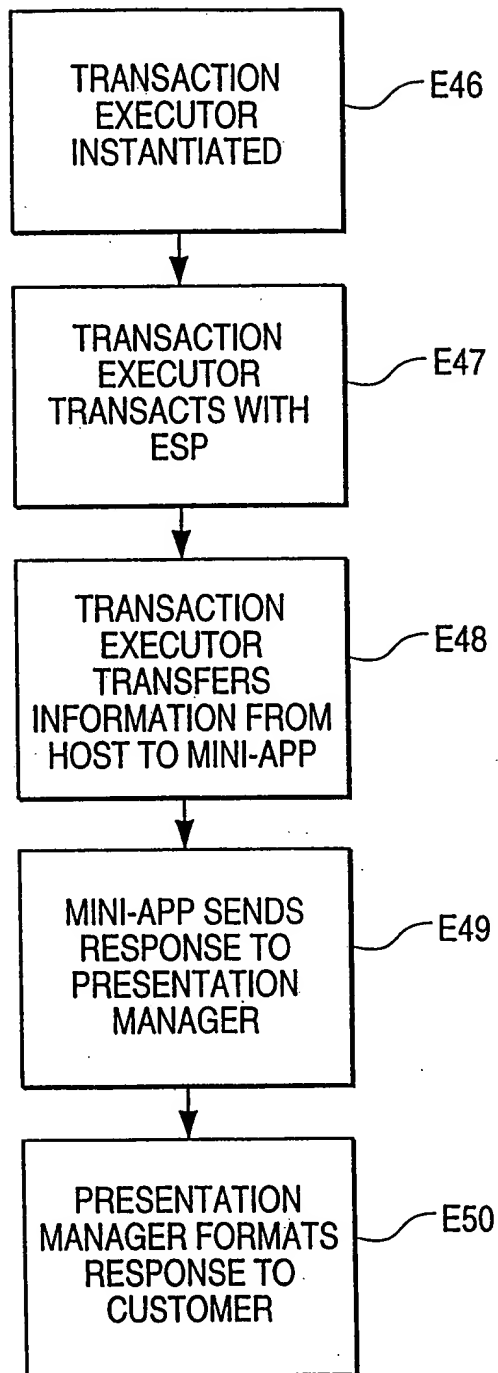




FIG. 8A

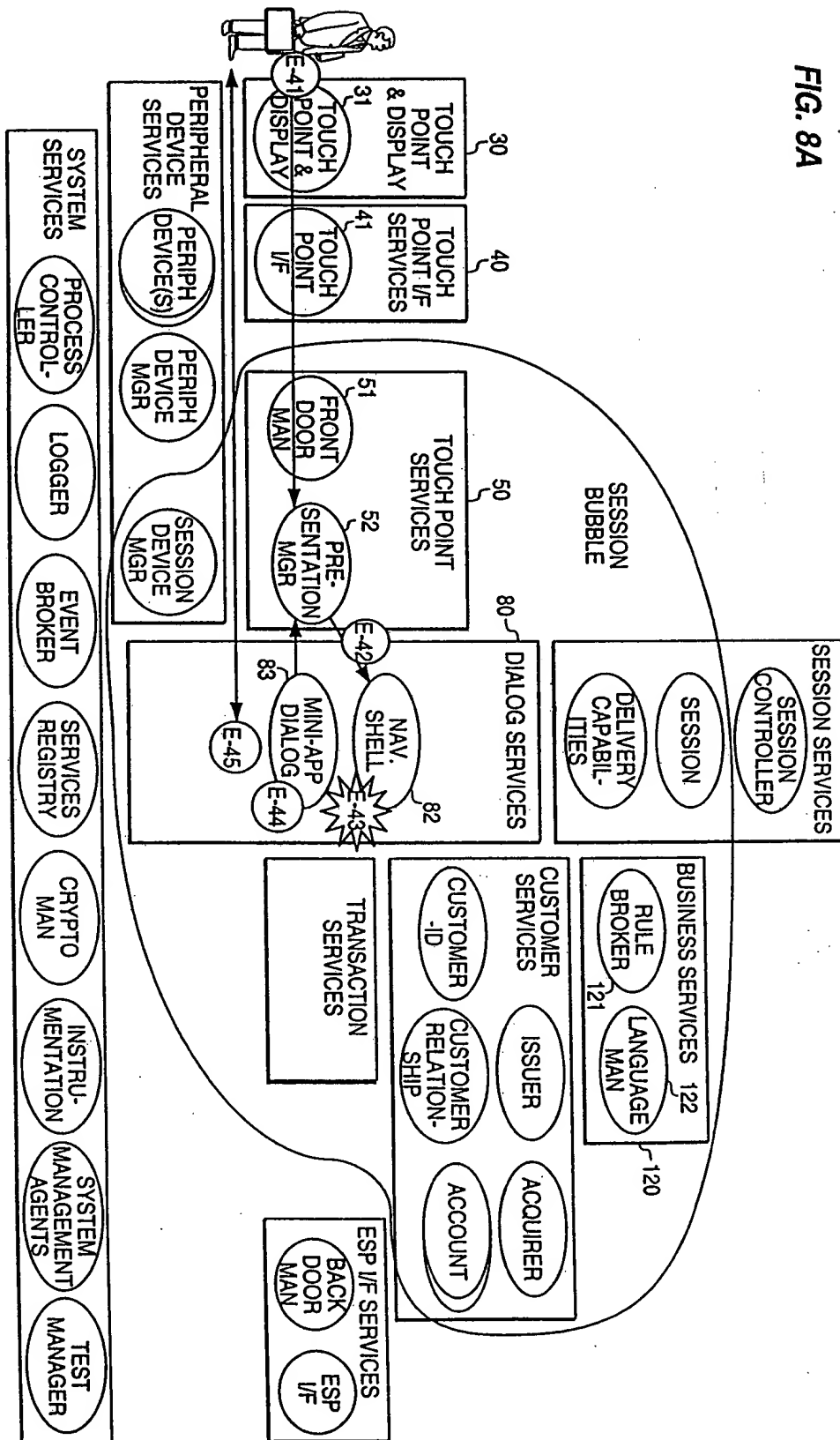




FIG. 8B

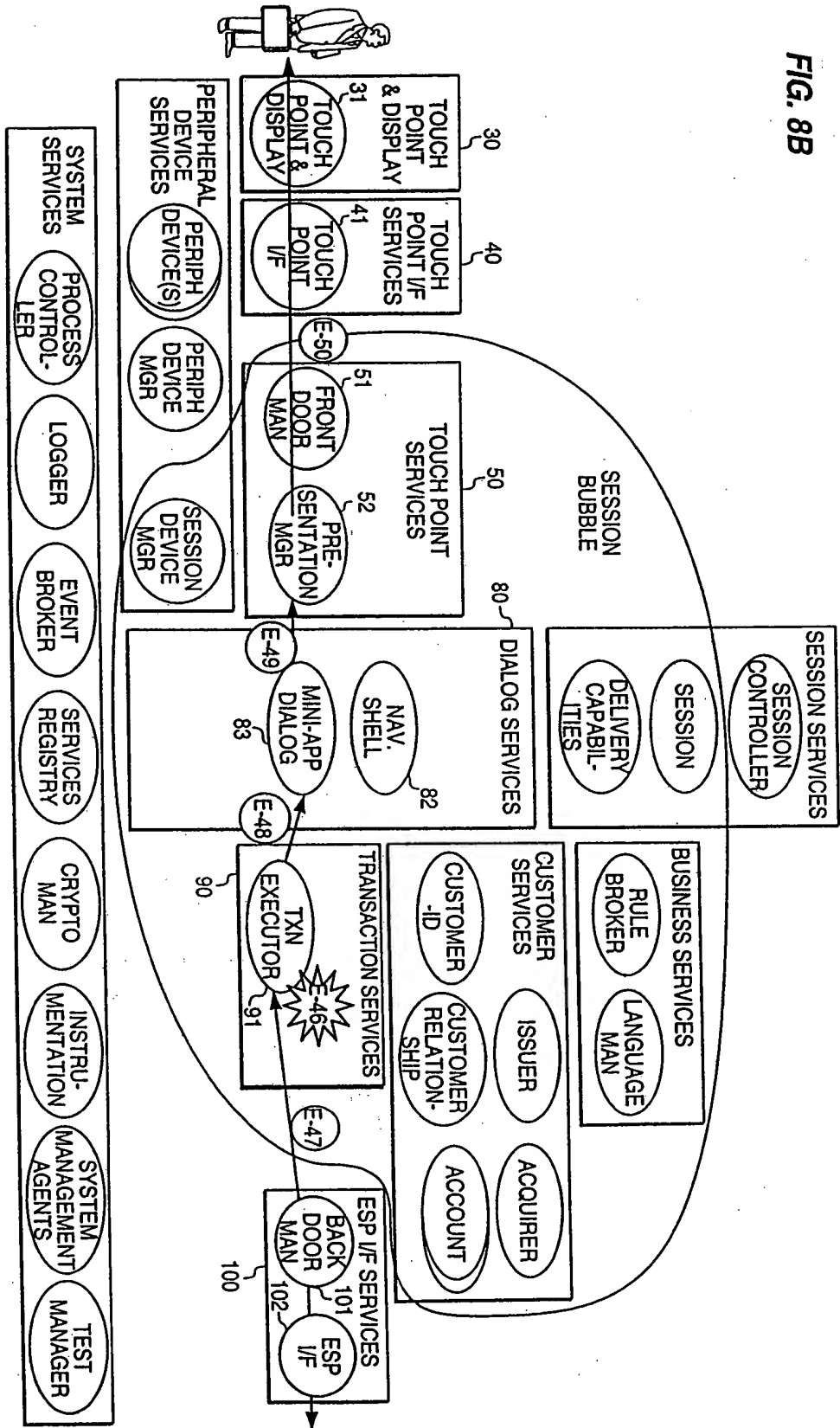




FIG. 9

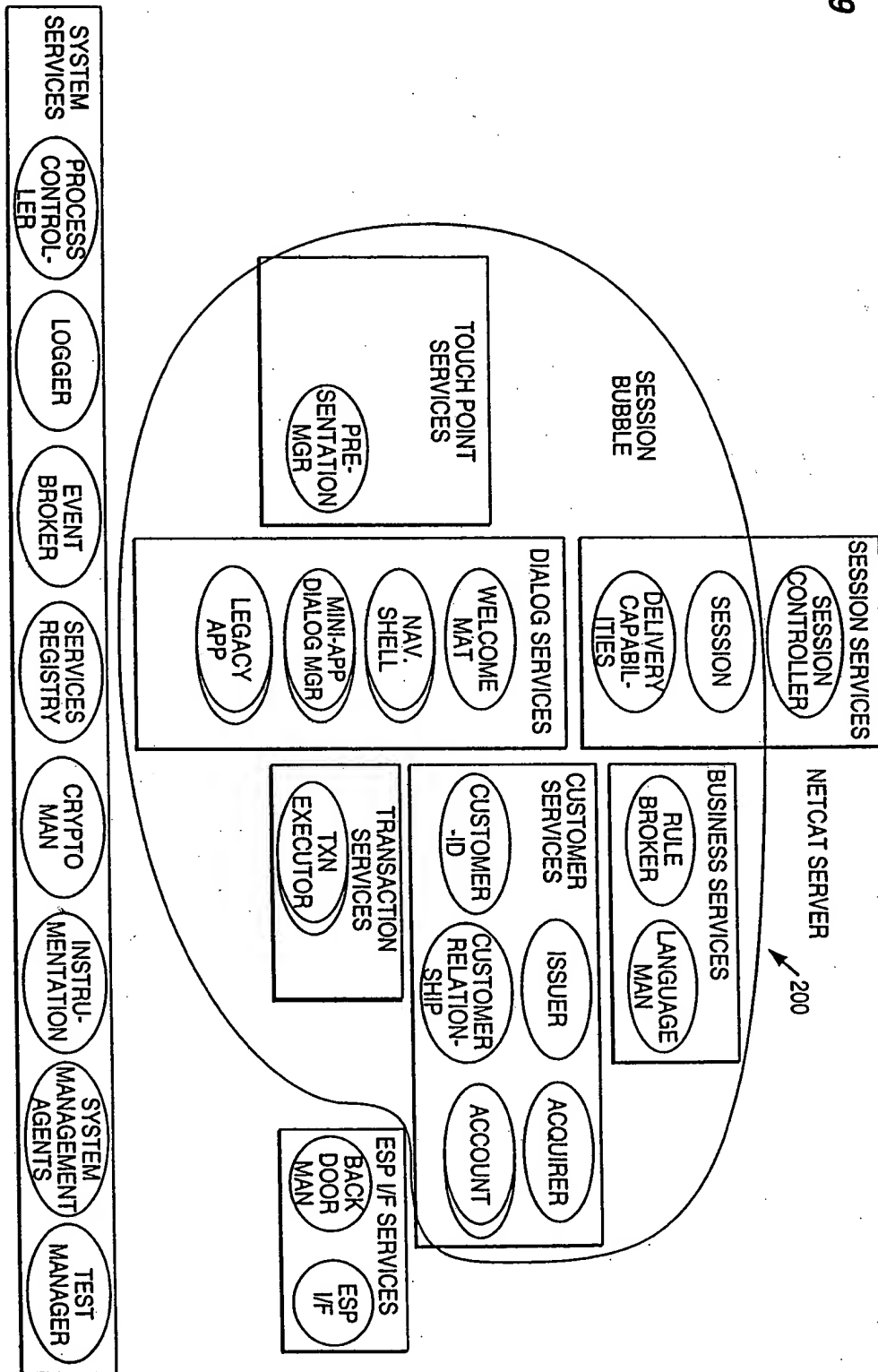


FIG. 10

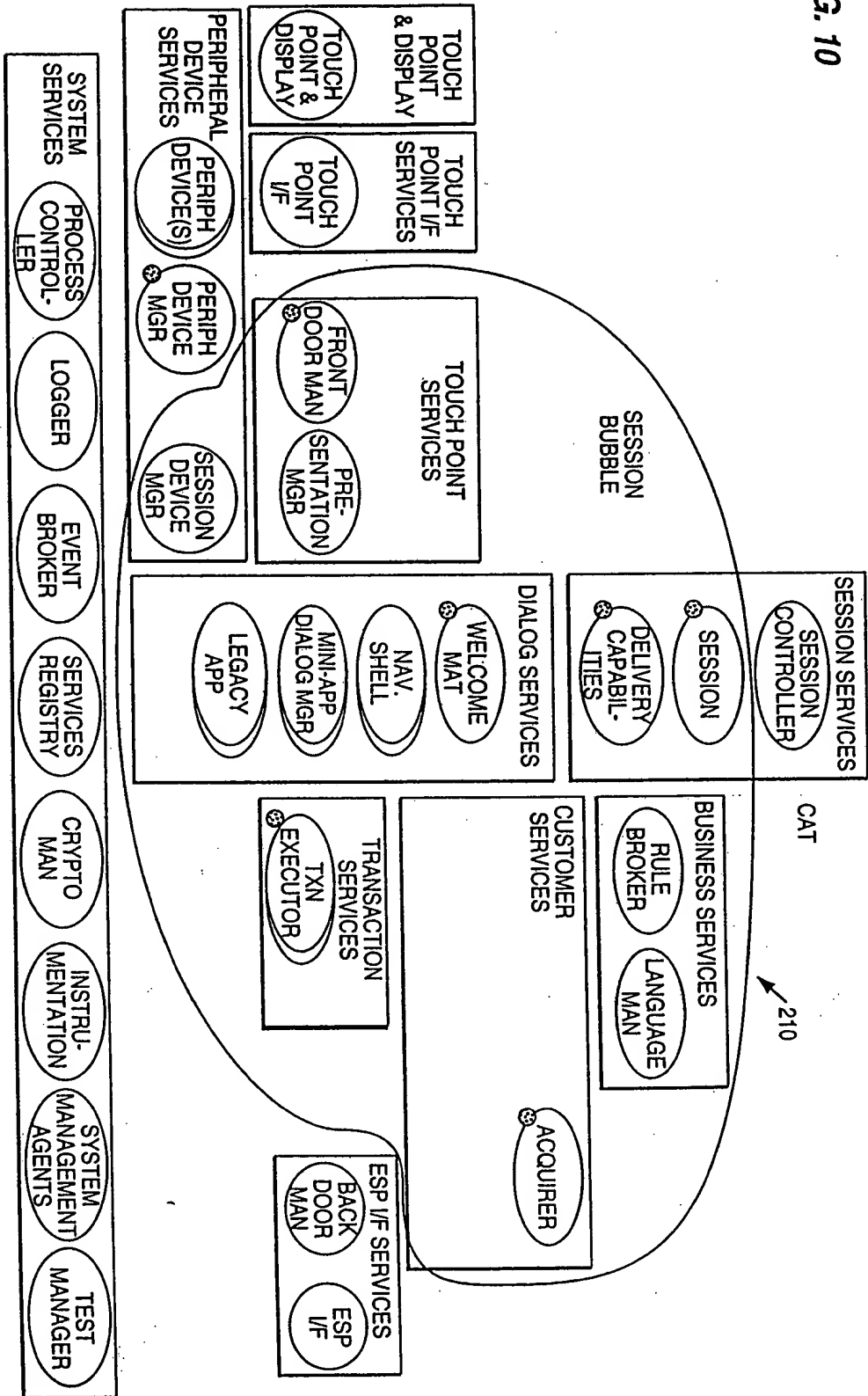




FIG. 11

